

~~ND-2020-40-G~~Matter #295154  
2019-1-G**Rambler, Alexis**

**From:** Wilson, Elise  
**Sent:** Monday, November 2, 2020 1:49 PM  
**To:** Rambler, Alexis  
**Subject:** FW: [External] Natural Gas Pipeline Incident

POSTED  
11.2.2020AR  
JA

**From:** Boyd, Jocelyn <Jocelyn.Boyd@psc.sc.gov>  
**Sent:** Monday, November 2, 2020 6:49 AM  
**To:** PSC\_Contact <Contact@psc.sc.gov>  
**Cc:** Duke, Daphne <Daphne.Duke@psc.sc.gov>; Schmieding, Janice <Janice.Schmieding@psc.sc.gov>  
**Subject:** Fwd: [External] Natural Gas Pipeline Incident

Sent from my iPhone

Begin forwarded message:

**From:** Rob Rhodes <[Rob.Rhodes@greerpcw.com](mailto:Rob.Rhodes@greerpcw.com)>  
**Date:** November 1, 2020 at 3:31:44 PM EST  
**To:** "Boyd, Jocelyn" <[Jocelyn.Boyd@psc.sc.gov](mailto:Jocelyn.Boyd@psc.sc.gov)>  
**Cc:** "Eustace, Johnny" <[jeustace@ors.sc.gov](mailto:jeustace@ors.sc.gov)>, Marc Regier <[Marc.Regier@greerpcw.com](mailto:Marc.Regier@greerpcw.com)>  
**Subject:** [External] Natural Gas Pipeline Incident

Ms. Boyd,

The Greer Commission of Public Works (GCPW) experienced a qualified "incident" on its natural gas pipeline system at 207 Arlington Road in Greer, SC on Saturday, October 31, 2020 at approximately 12:30am. The incident was caused by a contractor replacing a telephone pole that had been damaged by a vehicle accident on Friday evening, October 30, 2020. The contractor was using an auger to dig a hole to install a new pole. The contractor was AnSCO & Associates, Inc. and they were performing the excavation without a locate ticket through SC811. The auger bored a one inch hole in the top of a four inch coated steel gas line with 30 psi. The contractor immediately stopped boring and contacted our answering service. A GCPW technician responded to the scene within 20 minutes and called his supervisor for instructions. We started isolating the damage immediately and were able to stop the flow of gas within 30 minutes. The isolation of the gas line section caused an outage of 105 gas service lines. The gas main was repaired within two hours, but we did not start to turn gas services back on and light customer pilots until daylight at 7:15am. Our decision not to immediately start restoring gas service to the affected customers was based on the following conditions. 1) It was early in the morning and dark. We did not want to go into customer yards without their permission. 2) We did not want to wake up 105 customers unnecessarily. 3) The incident was fully under control and the area was safe. We were able to restore gas service to 96 gas services by three o'clock pm on Saturday, October 31, 2020. The remaining customer service lines and meters were off and locked. We put notices on these homes how to contact us to have their gas service restored. We do not have an exact dollar amount of the damage at this time, but will pursue the costs on Monday, November 2, 2020 and will report the information immediately.

If you have any questions related to this incident, please contact me at your convenience.

Robert Rhodes  
Gas Operations Manager  
Greer Commission of Public Works  
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